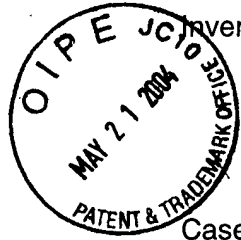


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3623

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application



Inventors: **Frank J. Bogart
Camille Gabriel
Sarah Kiefhaber
Gary S. King
Rebecca K. Phelps**

Case No.: **Bogart 18-3-1-4-1**
Serial No.: **09/588,963** Group Art Unit: **3623**
Filing Date: **June 7, 2000**
Examiner: **Akiba K. Robinson Boyce**
Title: **Multimedia Customer Care Center Having a Layered Control
Architecture**

Mail Stop Non-Fee Amendment
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

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GROUP 3600

SIR:

TRANSMITTAL LETTER

Enclosed is an Amendment in the above-identified application.

NO ADDITIONAL FEE REQUIRED

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By *David Volejnicek*
David Volejnicek
Corporate Counsel
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303-538-4154

Date: 18 May 2004
Avaya Inc.
Docket Administrator
307 Middletown-Lincroft Road
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

On <u>18 May 2004</u>	Tina R. Wilson	<u><i>Tina R. Wilson</i></u>
Date of Deposit	(Type name of person mailing paper)	(Signature of person mailing paper)